

CITY OF WEST ALLIS
CITY HALL
WEST ALLIS, WISCONSIN 53214

Announcing an OPEN and PROMOTIONAL Recruitment for the position of:

CUSTOMER SERVICE ADMINISTRATOR
(Municipal Utility Billing)
Department of Public Works/Engineering - Water Division

EXAMPLES OF DUTIES: Under general direction of the Department of Public Works/Engineering Water Superintendent, a Customer Service Administrator performs administrative, supervisory, and technical work for the City's water, sewer, storm water, and solid waste utilities, and is responsible for the billing and collection of a significant portion of the City's Revenue (~\$22 million per year). This position organizes, plans, directs, and executes the utility billing and related customer services functions for the City's water, sewer, storm water, and solid waste utilities in accordance with City ordinances and policies and departmental and regulatory requirements in a timely and accurate manner, ensuring quality service; hires, trains, and supervises assigned staff; establishes balanced work schedules and maintains balanced workloads; counsels employees and recommends discipline; performs periodic employee performance evaluations; develops, maintains, revises, improves, and enforces Utility policies and procedures and implements changes to increase efficiency and productivity; ensures adequate internal controls are in place and followed to be sure every customer is billed accurately; generates schedules for multiple processes and activities and appropriately schedules staff responsible for billing customers, collecting payments, resolving problems, and reading meters; develops and implements procedures for proper cash handling; ensures bills are printed, mailed, or otherwise provided to the customer timely; serves as system administrator and liaison with software vendor for upgrades, revisions, and corrections for the utility billing system, meter reading system, and online payment system; serves as liaison with third party vendor for printing and mailing the bills, revising layouts, processing download files, and reconciling monthly invoices; communicates directly with customers to resolve issues by providing detailed explanations regarding policies, procedures, ordinances, billing issues, and collections processes; responds to and resolves difficult and sensitive citizen inquiries and complaints including but not limited to consumption disputes, non-payment of delinquent bills, and payout arrangements; researches and resolves problem accounts and metering issues; monitors the water meter reading equipment and process, and the actual performance of the water meters and the effects on billing; supervises all meter inventory, meter exchanges, and new installs in system; serves as system administrator and liaison with software vendor for upgrades, revisions, and corrections for the utility billing system, meter reading system, and online payment system; enters fee schedule changes into the utility billing software; manages annual transfer of delinquent utility balances to property tax roll; compiles data and prepares monthly, annual, quarterly, and non-routine reports; performs detailed reviews of reports and computerized systems to ensure that proper financial procedures have been followed; assists in the interpretation and analysis of the fiscal impact of new laws, codes, regulations, and advises appropriate personnel of the impact(s); identifies opportunities for improving collections, billing and customer service, reviews such with appropriate management, and implements accordingly; designs, implements, tests, and maintains detailed automated and manual accounts, spreadsheets, ledgers, records, and procedures; processes utility and miscellaneous receivables bank draft transfers; processes MMSD monthly data transmission and related invoices for payment; maintains customer bankruptcy documents and prepares claims for collection; prepares various correspondence and reports, service orders, purchase requisitions, and other related documents; complies with safety requirements and actively promotes safe work practices; attends and participates in staff, committee, and professional meetings; attends and participates in staff trainings and other continuing education appropriate for professional development; assists in the development, administration, and monitoring of the Water Division budget, objectives, and goals; performs duties of staff supervised as needed; operates various modern office equipment and applicable software programs; performs other duties as assigned. This position requires the ability to work nights, weekends, overtime, and odd hours when circumstances require such duty or in emergency situations.

MINIMUM QUALIFICATIONS:

Training and Experience: Bachelor's Degree in Business or Public Administration, or related field, with emphasis in accounting and IT, and three (3) years of recent paid supervisory and office work experience dealing with billing, customer service, and applicable software programs. Experience with utility billing systems and enterprise solutions (such as PeopleSoft, MUNIS, SunGuard) preferred; OR an equivalent combination of recent education/training and paid work experience to competently perform the duties of the position.

(continued)

Proficient in the use of office computers/software including, but not limited to, Microsoft Office Suite (Windows, Word, Excel, Outlook, Calendaring, and PowerPoint), and other modern office equipment and software; ability to keyboard accurately and efficiently; competent in the use of mobile devices including, but not limited to, iPads.

Possess the emotional intelligence to effectively perform the duties of the position.

Completion of CVMIC's Certificate in Supervision or equivalent coursework at the discretion of the Water Superintendent.

Knowledge and Skills: good knowledge of supervisory and managerial principles and techniques; good knowledge of staff selection and training; ability to plan, analyze, coordinate, and supervise the work of others; good knowledge of modern office methods, practices, procedures, and equipment; considerable knowledge of customer service principles, billing, and collections procedures; considerable human relations skills including the ability to communicate with understanding and tact; considerable skill in establishing and maintaining effective work relationships with a diverse population, including, but not limited to, elected officials, City-wide staff, business owners, the public, and other governmental agencies; ability to exercise mature judgment; ability to explain complex issues in an easy-to-understand manner; skill in presenting facts and recommendations in clear, concise, and logical terms both orally and in writing; ability to maintain accurate records and files; good skill in listening; good skill in problem analysis and problem solving; ability to organize facts and ideas, and to prepare written or verbal reports; ability to make decisions and computations quickly and accurately; knowledge of code-driven and financial software programs and applications; knowledge of database management principles; ability to read a variety of technical data, policy and procedure manuals, codes, professional journals, etc.; ability to interpret a variety of technical instructions in written, mathematical, or diagrammatic form; ability to learn and understand relatively complex principles and techniques; solid knowledge of bookkeeping, accounting, and mathematical principles, practices, and procedures; knowledge of basic auditing principles; ability to add and subtract totals, multiply and divide, use decimals, and calculate percentages; skill in foreseeing the consequences and effects of organizational and operational changes; skill in developing and monitoring budgets; skill in applying local, state, and federal laws, rules, and regulations; skill in managing projects; ability to multi-task; ability to make independent judgments in absence of supervision; knowledge of occupational hazards and safety precautions; knowledge of municipal government structure and organization.

Physical Job Demands: Possess the physical capacity to perform the duties of the position including, but not limited to, the following: continuous sitting; frequent stretching/reaching of arms; frequent arching of neck; occasional lifting/carrying up to 20 lbs.; occasional walking or standing, occasional physical exertion moving, pulling, or pushing objects or materials up to 50 lbs.; and the ability to bend, kneel, twist, stoop, squat, etc.

ACTIVITY FREQUENCIES

Continuous	67 – 100% of workday
Frequent	34 – 66% of workday
Occasionally	1 - 33% of workday

Depending upon the location of work, a person in this position may be subject to variable environmental conditions, including, but not limited to, temperature variations and extremes, odors, noise, vibrations, vehicular traffic, and/or dust.

Ability to withstand exposure to common rodents (mice) and insects (such as spiders/bugs) and potential exposure to infectious agents.

This position description has been prepared to assist in defining job responsibilities, physical demands, and skills needed. It is not intended as a complete list of job duties, responsibilities, and/or essential functions. This description is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision. The City retains and reserves any or all rights to change, modify, amend, add to or delete from, any section of this document as it deems, in its judgment, to be proper.

EXAMINATION DATA: The first step in the selection process will be a review and evaluation of applications to identify those candidates who appear better qualified in terms of academic preparation, training, experience, and achievements as these relate to the duties and requirements of the position. To facilitate a fair and accurate evaluation, applicants are encouraged to include in or with their applications, clear and specific details about their qualifications. A representative number of applicants deemed better qualified in terms of the requirements of the position will be invited to an oral examination and rated further.

(continued)

SALARY: The 2015 West Allis resident hourly rate range is \$28.73 to \$35.91. The non-West Allis resident hourly rate range is \$28.17 to \$35.21.

BENEFITS: Benefits include vacation accrual upon date of hire based on the vacation schedule; a sickness disability benefit plan; twelve (12) paid holidays; a comprehensive health insurance plan (which is contributory) covering the employee and his/her family, with eligibility the first of the month following thirty (30) days of service; fully paid dental insurance covering the employee and his/her family, with eligibility the first of the month following six (6) months of service; a dual pension system comprised of the Wisconsin Retirement Fund* and federal Social Security (both of which are contributory); after six (6) months of service, a fully paid Life Insurance Program* with coverage in the amount of the employee's annual salary adjusted to the next highest one thousand dollars, with the option for additional coverage; an educational reimbursement plan for the pursuit of job-related courses; and voluntary benefit programs consisting of Section 125: Flexible Benefits for Dependent Care and Medical Reimbursement, Section 457: Deferred Compensation, TreasuryDirect Payroll Savings Plan for Savings Bonds, Employee Assistance Program (EAP), and Employee Wellness Program.

*The Wisconsin Retirement Fund and Life Insurance program benefits are provided according to plan guidelines of the State of Wisconsin Department of Employee Trust Funds.

VETERAN'S POINTS: Honorably discharged war veterans who receive an overall qualifying rating will be awarded special credit points upon presentation of proper proof (Form DD-214) of military duty. This applies to open recruitment candidates only.

POST-OFFER DRUG TEST/PROBATIONARY PERIOD: Persons offered employment must pass a post-offer drug test as a condition of employment. The City of West Allis is an at-will employer. All appointments are subject to a probationary period of six (6) months; however, employment may be terminated at any time for any reason.

HOW TO APPLY: Application forms, available online at www.westalliswi.gov, or at the Human Resources Department, Room 133, City Hall, 7525 West Greenfield Avenue, West Allis, Wisconsin, 53214, must be completed and ON FILE NO LATER THAN **5:00 P.M. FRIDAY, JUNE 26, 2015.**

Please note: A job interest card may not be substituted for the application form. Visit our website at www.westalliswi.gov for further information on the City of West Allis.

The City of West Allis is an Equal Opportunity/Affirmative Action Employer and does not discriminate against individuals on the basis of race, color, religion, age, marital or veterans' status, sex, national origin, disability, or any other legally protected status in the admission or access to, or treatment or employment in, its services, programs or activities.

Upon reasonable notice the City will furnish appropriate auxiliary aids and services when necessary to afford individuals with disabilities an equal opportunity to participate in and to enjoy the benefits of a service, program or activity provided by the City.

It is the policy of the City of West Allis to provide language access services to populations of persons with Limited English Proficiency (LEP) who are eligible to be served or likely to be directly affected by our programs. Such services will be focused on providing meaningful access to our programs, services and/or benefits.

06-11-15

24-15 (O) (P)

**SUPPLEMENTAL QUESTIONNAIRE
CUSTOMER SERVICE ADMINISTRATOR (Municipal Utility Billing)**

Thank you for your interest in the **Customer Service Administrator** position with the City of West Allis' Department of Public Works/Engineering - Water Division. All interested applicants are required to complete this *Supplemental Questionnaire* and return it with your application. The deadline to apply is **5 p.m., Friday, June 26, 2015.**

DIRECTIONS: answer each question by checking the appropriate box.

1. Do you possess a Bachelor's Degree in Business or Public Administration, or related field, with emphasis in accounting and IT, and three (3) years of recent paid supervisory and office work experience dealing with billing, customer service, and applicable software programs? (Experience with utility billing systems and enterprise solutions [such as PeopleSoft, MUNIS, SunGuard] is preferred.)

☐ Yes☐ No

OR

Do you have an equivalent combination of recent education/training and paid work experience to competently perform the duties of the position?

☐ Yes☐ No

2. Indicate your total number of years of recent paid supervisory and office work experience dealing with billing and customer service _____.

3. Are you proficient in the use of office computers/software including, but not limited to, Microsoft Office Suite (Windows, Word, Outlook, Excel, Outlook, Calendaring, and PowerPoint), and other modern office equipment and software?

☐ Yes I am competent☐ Yes I am proficient☐ No

4. Do you possess the ability to keyboard accurately and efficiently?

☐ Yes☐ No

5. Are you competent in the use of mobile devices including, but not limited to, iPads?

☐ Yes I am competent☐ Yes I am proficient☐ No

6. Are you aware this position requires the physical capacity to perform the duties of the position including, but not limited to, the following: continuous sitting; frequent stretching/reaching of arms; frequent arching of neck; occasional lifting/carrying up to 20 lbs.; occasional walking or standing, occasional physical exertion moving, pulling, or pushing objects or materials up to 50 lbs.; and the ability to bend, kneel, twist, stoop, squat, etc.?

☐ Yes☐ No

ACTIVITY FREQUENCIES

Continuous	67 – 100% of workday
Frequent	34 – 66% of workday
Occasionally	1 - 33% of workday

7. Are you aware this position may be subject to variable environmental conditions, including, but not limited to, temperature variations and extremes, odors, noise, vibrations, vehicular traffic, and/or dust, exposure to common rodents (mice) and insects (such as spiders/bugs) and potential exposure to infectious agents?

☐ Yes

☐ No

8. Are you willing to complete a Certificate in Supervision or equivalent coursework, at the discretion of the Water Superintendent?

☐ Yes

☐ No

9. Are you bilingual English/Spanish (desirable but not required for the position)?

☐ Yes

☐ No

The above-completed information is true to the best of my knowledge.

Signature of Applicant

Date Signed

Printed Name



APPLICATION FORM

ATTENTION APPLICANTS - PLEASE READ

Following are important points to know about the City of West Allis application process:

1. **Applications must be completed in full.** Applications not completed in full may be subject to disqualification.
2. A completed application form is required. You may supplement the application form with a resume; however, providing a resume does not exclude you from completing the application form in full.
3. It is to your advantage to be clear and thorough when completing the application, as it is the only means the City has of reviewing your qualifications for employment. We cannot assume more than what you tell us.
4. If you faxed or emailed your application, you still need to mail in or drop off the original in order to be considered for employment.
5. After all the applications are reviewed, the most qualified candidates will be invited to participate in other phases of the hiring process. All applicants are evaluated on job-related factors only.
6. If you are planning to be out-of-town within the next 90 days, please indicate the dates you will not be available on the front section of the application form. Dates of unavailability will be reviewed to determine if any accommodations are feasible.
7. It is the policy of the City of West Allis to provide reasonable accommodations for qualified individuals with disabilities who are applicants for employment. If you are a qualified individual with a disability and need a reasonable accommodation in the testing or interview phase of our hiring process, please contact the Human Resources Division at (414) 302-8270 or e-mail jbarwick@westalliswi.gov at least 72 hours (i.e., three (3) work days) in advance. Each request for accommodation will be reviewed on a case-by-case basis and accommodated unless it is determined to be unreasonable.
8. If you are having problems completing the application form or have any questions or concerns, contact the Human Resources Division.

The City of West Allis is an Equal Opportunity/Affirmative Action Employer and does not discriminate against individuals on the basis of race, color, religion, age, marital or veterans' status, sex, national origin, disability, or any other legally protected status in the admission or access to, or treatment or employment in, its services, programs or activities.

Upon reasonable notice the City will furnish appropriate auxiliary aids and services when necessary to afford individuals with disabilities an equal opportunity to participate in and to enjoy the benefits of a service, program or activity provided by the City.

It is the policy of the City of West Allis to provide language access services to populations of persons with Limited English Proficiency (LEP) who are eligible to be served or likely to be directly affected by our programs. Such services will be focused on providing meaningful access to our programs, services and/or benefits.

(APPLICANT MAY RETAIN THIS PAGE)



Human Resources Division
7525 West Greenfield Avenue
West Allis, Wisconsin 53214

Exam No. _____

Telephone: 414-302-8270
Fax: 414-302-8275
www.westalliswi.gov

City of West Allis
An Equal Opportunity Employer

APPLICATION FOR EMPLOYMENT

IMPORTANT: READ THE INSTRUCTIONS CAREFULLY BEFORE FILLING OUT YOUR APPLICATION. EXCEPT WHERE NOTED, ALL REQUESTED INFORMATION MUST BE FURNISHED. THE INFORMATION YOU GIVE WILL BE USED TO DETERMINE YOUR QUALIFICATIONS FOR EMPLOYMENT. PLEASE TYPE OR PRINT.

Dates of unavailability (If you are planning to be out-of-town within the next 90 days, please indicate the dates you will not be available):

Position applied for _____

Name _____
(LAST) (FIRST) (MIDDLE)

Social Security Number _____

Other names under which you have been legally known _____

Address _____
(STREET) (CITY) (STATE) (ZIP)

Phone Number: Home _____ Cell _____

E-Mail Address _____

Are you at least 18 years old? ☐ Yes ☐ No

Do you have the legal right to live and work in the United States? ☐ Yes ☐ No

Do you wish to have the information contained in your application materials remain confidential as permitted by law? ☐ Yes ☐ No

If the job requires use of a motor vehicle, do you have a valid Wisconsin Driver's License? ☐ Yes ☐ No

If the job requires use of a Commercial Driver's License (CDL), do you have a valid CDL? ☐ Yes ☐ No

List CDL classification(s) and/or endorsement(s) _____

MILITARY SERVICE:

Have you ever served in the U.S. Armed Forces, National Guard or Military Reserves? ☐ Yes ☐ No

Branch of Service _____ Dates of Duty: From ____/____/____ To ____/____/____
MM / DD / YYYY MM / DD / YYYY

Per DD Form 214:

Type of Separation _____ Character of Service _____

Narrative Reason for Separation _____

(List and detail individual position(s)/rank(s) held under work history)

EDUCATION AND TRAINING:

Do you have a High School Diploma? <input type="checkbox"/> Yes <input type="checkbox"/> No Name High School: <hr/> City/State: <hr/>	Do you have a GED? <input type="checkbox"/> Yes <input type="checkbox"/> No From Where: <hr/> City/State: <hr/>	If <u>no</u> High School Diploma or GED, circle the highest grade or year completed: <div style="text-align: center;"> 6 7 8 9 10 11 12 </div> From Where: <hr/> City/State: <hr/>
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Training Beyond High School (Technical College, College, University, or other schools you have attended)

Name and Location	Graduated	Degree Conferred	Major
.....	<input type="checkbox"/> Yes <input type="checkbox"/> No		
.....	<input type="checkbox"/> Yes <input type="checkbox"/> No		
.....	<input type="checkbox"/> Yes <input type="checkbox"/> No		
.....	<input type="checkbox"/> Yes <input type="checkbox"/> No		

List any other education, training, license(s) and/or certificate(s) – be specific and include dates.

WORK HISTORY:

GIVE A COMPLETE RECORD OF ANY EMPLOYMENT, SELF-EMPLOYMENT, MILITARY SERVICE AND/OR VOLUNTEER WORK YOU HAVE HAD IN THE PAST 10 YEARS. Start with your current or most recent job. Indicate any change in job title under the same employer as a separate position. You may include positions beyond the 10-year period if they are related to the position for which you are applying. Although resumes are welcome, they may not be substituted for the information requested below.

PRESENT OR MOST RECENT EMPLOYER	ADDRESS OF BUSINESS (STREET AND CITY)	KIND OF BUSINESS
YOUR TITLE	REASONS FOR LEAVING	NAME, TITLE & PHONE NO. OF SUPERVISOR
YOUR DUTIES		FROM (MO. & YR.) TO (MO. & YR.)
		<input type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME (_____ HRS. PER _____)
		ACTUAL HOURLY RATE/SALARY STARTING ENDING \$ _____ PER _____ \$ _____ PER _____

EMPLOYER	ADDRESS OF BUSINESS (STREET AND CITY)		KIND OF BUSINESS	
YOUR TITLE	REASONS FOR LEAVING	NAME, TITLE & PHONE NO. OF SUPERVISOR		
YOUR DUTIES		FROM (MO. & YR.)	TO (MO. & YR.)	
		<input type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME (_____ HRS. PER _____)		
		ACTUAL HOURLY RATE/SALARY STARTING ENDING \$ _____ PER _____ \$ _____ PER _____		
EMPLOYER	ADDRESS OF BUSINESS (STREET AND CITY)		KIND OF BUSINESS	
YOUR TITLE	REASONS FOR LEAVING	NAME, TITLE & PHONE NO. OF SUPERVISOR		
YOUR DUTIES		FROM (MO. & YR.)	TO (MO. & YR.)	
		<input type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME (_____ HRS. PER _____)		
		ACTUAL HOURLY RATE/SALARY STARTING ENDING \$ _____ PER _____ \$ _____ PER _____		
EMPLOYER	ADDRESS OF BUSINESS (STREET AND CITY)		KIND OF BUSINESS	
YOUR TITLE	REASONS FOR LEAVING	NAME, TITLE & PHONE NO. OF SUPERVISOR		
YOUR DUTIES		FROM (MO. & YR.)	TO (MO. & YR.)	
		<input type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME (_____ HRS. PER _____)		
		ACTUAL HOURLY RATE/SALARY STARTING ENDING \$ _____ PER _____ \$ _____ PER _____		
EMPLOYER	ADDRESS OF BUSINESS (STREET AND CITY)		KIND OF BUSINESS	
YOUR TITLE	REASONS FOR LEAVING	NAME, TITLE & PHONE NO. OF SUPERVISOR		
YOUR DUTIES		FROM (MO. & YR.)	TO (MO. & YR.)	
		<input type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME (_____ HRS. PER _____)		
		ACTUAL HOURLY RATE/SALARY STARTING ENDING \$ _____ PER _____ \$ _____ PER _____		
EMPLOYER	ADDRESS OF BUSINESS (STREET AND CITY)		KIND OF BUSINESS	
YOUR TITLE	REASONS FOR LEAVING	NAME, TITLE & PHONE NO. OF SUPERVISOR		
YOUR DUTIES		FROM (MO. & YR.)	TO (MO. & YR.)	
		<input type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME (_____ HRS. PER _____)		
		ACTUAL HOURLY RATE/SALARY STARTING ENDING \$ _____ PER _____ \$ _____ PER _____		
EMPLOYER	ADDRESS OF BUSINESS (STREET AND CITY)		KIND OF BUSINESS	
YOUR TITLE	REASONS FOR LEAVING	NAME, TITLE & PHONE NO. OF SUPERVISOR		
YOUR DUTIES		FROM (MO. & YR.)	TO (MO. & YR.)	
		<input type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME (_____ HRS. PER _____)		
		ACTUAL HOURLY RATE/SALARY STARTING ENDING \$ _____ PER _____ \$ _____ PER _____		

Use a separate sheet to continue with any additional qualifying employment data, using same format as above.

If you were discharged for cause from any employment, state the details: _____

List any equipment, machines, tools, or computer software you are skilled in using.

VIOLATIONS OF LAW: A Police background check may be conducted prior to a job offer.

Are you currently subject to a pending charge? ☐ Yes ☐ No

If yes, what is the pending charge? _____

Have you ever been convicted of operating a vehicle while intoxicated (OWI) or any other violations of law excluding minor traffic violations? ☐ Yes ☐ No

If yes, list and detail what you have been convicted of, date and location of conviction, and the penalty imposed: _____

(The City, as a matter of explicit policy, does not use pending charges or convictions as the sole criteria in its employment decisions; they will be considered only if there is a substantial relationship to the circumstances of the particular job or if bondability is at issue.)

Have you applied with the City of West Allis before? ☐ Yes ☐ No If yes, for what position(s) and when? _____

CERTIFICATION AND AGREEMENT

I certify that answers given by me to the foregoing questions and statements are true and complete to the best of my knowledge. I understand and agree that any misstatements or omissions herein subject me to disqualification or dismissal.

I authorize the City of West Allis to make such investigations and inquiries of my employment, character, qualifications, and medical history as may be necessary in arriving at an employment decision. I hereby release all employers, companies, schools or persons from all liability in responding to such inquiries made in connection with my application.

I further understand that in the event of employment by the City, my classification as a permanent employee depends upon my successfully performing work assigned me during a probationary period, where applicable.

(DATE)

(SIGNATURE OF APPLICANT)

(FOR HR OFFICE USE ONLY)

Comments: _____



ADDITIONAL INFORMATION

This form **MUST** be returned with your application materials.

The City of West Allis is an Equal Opportunity/Affirmative Action Employer and does not discriminate against individuals on the basis of race, color, religion, age, marital or veterans' status, sex, national origin, disability, or any other legally protected status.

To help us comply with Federal/State Equal Employment Opportunity record keeping and other legal requirements, please answer questions below.

Position applied for _____ Social Security Number _____

Name _____
(LAST) (FIRST) (MIDDLE)

Completion of this part of the form is voluntary. The information you provide will not be used in the decision to hire. If you choose not to complete this section, proceed to the bottom of the form for your signature and date.

Sex: ☐ Male ☐ Female Birthdate ____/____/____ Age _____
MM / DD / YYYY

Veteran Status: ☐ Veteran ☐ Non-Veteran ☐ Disabled Veteran, Disability Rating _____%

Ethnic Group:

- ☐ **Black** (Not of Hispanic Origin) – All persons having origins in any of the Black racial groups of Africa.
- ☐ **Asian or Pacific Islander** – All persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent, or the Pacific Islands. This area includes, for example, China, India, Japan, Korea, the Philippine Islands, and Samoa.
- ☐ **American Indian or Alaskan Native** – All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.
- ☐ **Hispanic** – All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish Culture or origin, regardless of race.
- ☐ **White** (Not of Hispanic Origin) – All persons having origins in any of the original peoples of Europe, North Africa, or the Middle East.

Do you consider yourself to be disabled? ☐ Yes ☐ No

[A disabled individual is: any person who has a physical or mental impairment which substantially limits one or more of such person's major life activities, or has a record of such impairment or is regarded as having such impairment. Major life activities which might be substantially limited by such impairment include: walking, talking, or otherwise communicating, self-care, socialization, work training, employment, transportation or adaptation to housing (these are examples only).]

If yes, what is the disabling condition? _____

What limitations does this condition impose on major life activities? _____

How did you hear about this job? (Please specify where applicable.)

- | | | |
|---|---|--|
| <input type="checkbox"/> Milwaukee Journal/Sentinel | <input type="checkbox"/> Job Service | <input type="checkbox"/> School _____ |
| <input type="checkbox"/> Spanish Journal | <input type="checkbox"/> City Cable Channel | <input type="checkbox"/> Community/Minority Organization _____ |
| <input type="checkbox"/> City Website | <input type="checkbox"/> Bulletin Board/Walk-In | <input type="checkbox"/> Other Advertisement _____ |
| <input type="checkbox"/> Interest Card | <input type="checkbox"/> Employee | <input type="checkbox"/> Other Website _____ |
| <input type="checkbox"/> Job Hotline | <input type="checkbox"/> Word of Mouth | <input type="checkbox"/> Other _____ |

The above-completed information is true to the best of my knowledge:

(DATE)

(SIGNATURE)